



Priya E
SAPM, Gender

SNEHITHA HELP DESK

INTRODUCTION

Over the past 2 decades Kudumbashree and its organisational structure is considered to be the best women collective in the entire world. The main motto of Kudumbashree is Economic Empowerment, Social Empowerment and Women Empowerment.

After 10 years of economic and social empowerment process Kudumbashree formulated a new educational programme named gender self learning programme in 2007. It envisages creating a platform for share, debate and tracing the status of women in social, political, cultural and economical structure. Different theme based modules were developed and distributed among NHGs to discuss and to learn the rights, status and entitlement of women in society. Resource persons from state level to NHG facilitator were the back born of the programme. All the programmes and activities later came on the basis of the learning's and findings got from the field level intervention.

One of the major programmes Kudumbashree initiated in 2012 was Crime mapping in 77 selected CDS (Community Development Society). In crime Mapping NHG members were asked to answer a detailed questionnaire on the kind of harassment they had faced in the past six months and In issue mapping a panchayath level and ward level map were given to each NHG and asked to mark the incidents using color-code depending on whether the incidents of harassment were physical, oral, or gestures.(Red, Blue and Yellow).

Ones the process finished it is found that most of the women and children participated in the process is faced different type of atrocities in the past 6 months. But they didn't take the initiative to report the issue or problem to the concerned. There are so many service providing agencies and departments are there in our society but there is no access to the common people. in this regard it is decided to start a supporting system with in Kudumbashree for women and children who are in need. Then Kudumbashree started a 24hr Gender Help Desk- Snehitha in 3 districts as a pilot.

AIMS

The main objective of the centre is to provide all relevant and necessary services for the care and protection of women and children under one roof. Gender help desk started in 3 districts, Malappuram, Ernakulam and Thiruvananthapuram on regional basis as pilot. The main aim of the centre is to provide help and support to those women and children who were in distress for a short duration of time. And facilitate the women

in distress to access the service of other institutional agencies to address the issues. The Help Desk initiated by Kudumbashree Mission is working on the principle of convergence, which is followed by a close interface and collaboration with the registered service providers of the state like Mahila Samakhya Society, departments like Social Justice, Women and Child, Home, state legal cell, Health, Child Welfare Committee, AIDS Control Society and other NGOs working in the relevant and related areas. Here, Kudumbashree with its strong networking structure can

ensure the proper and timely implementation of the law and can protect the interest of the affected, by working in collaboration with the service providers. The HELP Desk and its activities will expand to 3 districts (Idukki, Wayanad& Palakkad) in the year 2014-2015. And in 2017-18 financial years Snehitha Centre inaugurated in the remaining 8 districts too.

OFFICIAL STRUCTURE AND SERVICES

Snehitha is a 24hr working system. 11 staff was appointed in each Snehitha 2 Counselors, 5 service providers, 2 Securities, 1 office assistant and 1 Assistant(Cooking& Cleaning). All of them are women.. Kudumbashree governing body approved the number of staff and their wage. And as per this 5 category of post were notified by the mission in 2017 for the newly started Snehitha. Appointment of the staff in the pilot and next phase districts are directly recruited by Kudumbashree mission following written test, group discussion and interview. Interview



Counselling Session at Malappuram SNEHITHA

panel and question paper developed team were the eminent persons in the concerned sector.

Selections of the staff for the newly started Snehitha centre were done by an external agency based on candidates qualification and experience, along with written test group discussion and interview.

Si.No	Name of the Post	Qualification	Experience	Age
1	Counselor	MSW/ Other Post graduation with Counseling specialization	2 years experience in counseling field	Below 35yrs
2	Service provider	Graduation and experience in Kudumbashree activities	Those who have two years experience will get priority	Below 40yrs
3	Office assistant	Graduation- Computer knowledge is a must- should know Malayalam and English typing	Experience is not a must, those who have experience will get priority	Below 35yrs
4	Security	SSLC- should attend a any type of defense training or ready to attend defense training given by Kudumbashree	Priority will be given for the experienced person	Below 40yrs
5	Assistant(Cooking& Cleaning)	Experience in Cooking and Cleaning	Experience in Kudumbashree institutions and activities will get priority	Below 50yrs



കൂടുമ്പുഴയിലുള്ള സ്നേഹിത ഹെൽപ്പ് ഡെസ്ക് മന്ത്രി കെ. കെ. ശൈലജ സന്ദർശിച്ചപ്പോൾ

സ്നേഹിത ഹെൽപ്പ് ഡെസ്ക് ആരോഗ്യ മന്ത്രി സന്ദർശിച്ചു

കൂടുമ്പുഴ > കൂടുമ്പുഴയിലുള്ള സ്നേഹിത ഹെൽപ്പ് ഡെസ്ക് ആരോഗ്യ മന്ത്രി കെ. കെ. ശൈലജ സന്ദർശിച്ചു. ജില്ലയിലെ ഒറ്റപ്പെട്ടുപോയ സ്ത്രീകൾക്കും കുട്ടികൾക്കും കരുത്തുപകരുന്ന മിഷനിൽ മികച്ച പ്രവർത്തനമാണ് സ്നേഹിതയുടേതെന്ന് മന്ത്രി പറഞ്ഞു. മൺ വർഷത്തിലേറെയായി പ്രവർത്തിക്കുന്ന സ്നേഹിത വഴി ഇതുവരെ 1300-ഓളം കേസുകൾ പരിഹരിച്ചിട്ടുണ്ട്. നിലവിൽ 11 ജീവനക്കാർമാണ് ഇവിടെയുള്ളത്. സ്നേഹിതയുടെ കൗൺസിലർമാർ വഴി ജില്ലയിലെ വിവിധ ആശിവാസി കേന്ദ്രങ്ങളിലും സേവനം എത്തുന്നുണ്ട്. വൈദ്യസഹായം, നിയമ പരിരക്ഷ, പഞ്ചായത്ത്, പോലീസ്, പൊതുവേ വെൽഫെയർ കമ്മിറ്റി, സാമൂഹ്യ നീതി വകുപ്പ് തുടങ്ങിയവയുടെ നിർദ്ദേശങ്ങളും സഹായവും സ്നേഹിതക്കുണ്ട്. പ്രൊഫീഷ്യണൽ, കോൾ സെന്റർ, കൗൺസിലിംഗ് സൗകര്യം, താമസ സൗകര്യം, സർവീസ് പ്രൊവൈഡർ, കൗൺസിലർമാർ എന്നിവയുടെ സേവനം ഇവിടെ ലഭ്യമാണ്.

Major services given from the centre are

- 24hr call centre
- Therapeutic counseling and guidance.
- Legal and medical aid with the support of the concerned department or agencies
- Guidance and support
- Short stay facility
- Referral and follow up support
- One night accommodation for the women or children in emergency situation

Snehitha Centre acts as a resource centre in district level. The peculiarity of Snehitha centre is community level

intervention. Snehitha staff were visiting and interacting with the NHG members, ADS and CDS representatives. Because of such intervention women and children are aware about the services get from Snehitha so they don't hesitate to approach Snehitha for services and support. As a result of this comparing to the number of referral case it is very high in number of case reported directly from community (including Resource persons, Community Counselors etc).

REPORTED CASE

The centre focuses its services towards those women and children who may be facing social, economic, and psychological issues due to family problems or mental depressions, social exclusion, exploitation, sexual abuse, domestic violence etc. Snehitha acts as a helping hand for destitute and victimized women, widows and children who may have been abandoned by their families, and who have no to protect them, living in insecure circumstances or at the verge of committing suicide. Comparing to other reported case Domestic violence case was very high in number in all districts.

Main categories of cases registered in Snehitha are

- Domestic violence
- Sexual abuse
- Physical and mental atrocities
- Family issue
- Alcoholism
- Atrocities against children

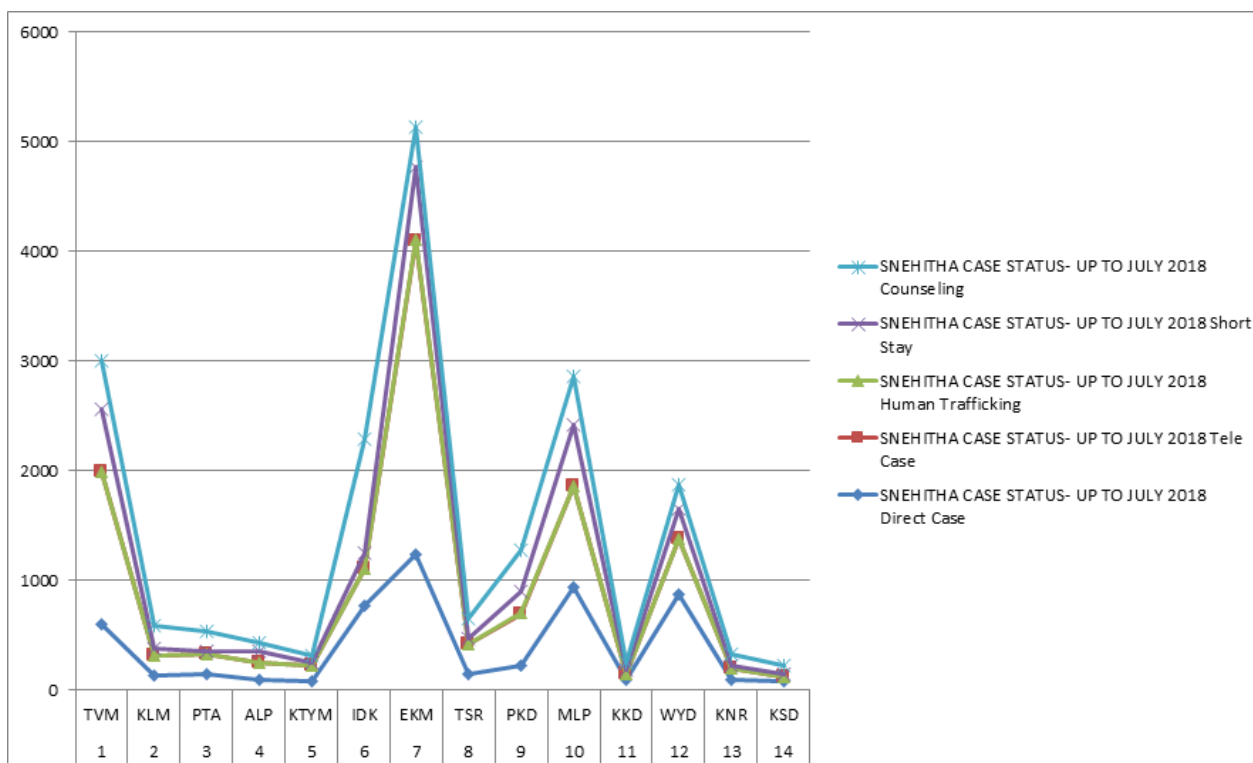
Total number of case registered in Snehitha from the beginning is 22648 availed short stay for 4689 person. 6611 got counseling support.



Psycho socio support by Snehitha Staff



Si. no	Dis- trict	Direct case	Tele case	Human Traffick- ing	Total	Short stay	Counsel- ing	Domestic violence	Sexual violence	Atrocities against Chil- dren
1	TVM	602	1384	2	1988	571	444	547	189	211
2	KLM	129	188	0	317	63	205	42	5	16
3	PTA	144	181	0	325	24	189	49	3	8
4	ALP	144	181	0	251	98	90	53	3	7
5		84	135	0	219	31	67	50	3	5
6	IDK	771	332	4	1107	147	1042	259	12	51
7	EKM	1241	2860	2	4103	671	355	714	273	193
8	TSR	148	270	0	418	50	192	31	2	2
9	PKD	221	473	14	708	195	378	120	2	34
10	MLP	938	927	1	1866	551	449	441	19	194
11	KKD	91	54	0	145	41	68	36	0	0
12	WYD	870	507	7	1384	273	224	161	16	62
20	KNR	102	94	0	196	24	107	16	1	20
14	KSD	86	40	0	126	20	82	39	1	0
TOTAL		5522	7601	30	13153	2759	3892	2558	529	803



ACHEIVEMENTS

Snehitha centre provides livelihood support for the beneficiaries and inmates of Snehitha centre with the convergence of different Kudumbashree programmes Mainly Micro enterprise Sector and under DDUGKY. This might be very helpful for them to lead a dignified life with their children and family. Most of the inmates are not at all aware about the schemes and policies of government which will help them to build a livelihood option. Snehitha staff give them accurate guidance and support to achieve their goal. Snehitha staff considered “All the Smiling faces and Thanks giving letters from our clients are the real awards”.

FUTURE PROGRAMMES

Kudumbashree decided to start livelihood activities within the Snehitha Centre. In Alappuzha Centre they started a poultry farming with the support of LSGD, Poly house farming in Pathanamthitta, Medicinal plant cultivation in Idukki also. Along with all these we are planning to train the Snehitha staff for supporting the inmates to start a livelihood activity like stitching, terracotta ornaments making, paper pen making etc, so that the inmate will get training while they residing in Snehitha centre. And later can be used as an income generation activity for the beneficiary.

Snehitha staff will be the responsible person for Gender resource centre activities in the concerned LSGI. Each Snehitha staff got duty of a block in every district. Community counselling, vigilant group activities, Block



Poly house vegetables - Pathanamthitta Snehitha

Level Counselling Centre activities will be coordinated by Snehitha staff. Special Snehitha services will be given to Schools, Police station by opening counselling centres with the support of departments and agencies. Snehitha Centre is working in Convergent model. So can do so many convergent activities in the coming days.

CONCLUSION

Snehitha make available comprehensive network of social services for survivors of abuse and exploitation. When a woman becomes independent it will surely improve the standard of living of that family. Snehitha staff is actively involved in prevention programmes to end violence against women and children with the help of Community counselors and Gender resource persons along with providing services and support to the survivors.